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Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 200314584-1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Phillip A. Flocken

Confirmation No.: 6535

Application No.: 10/722337

Examiner: Burgess, Glenton B.

Filing Date: Nov 25, 2003

Group Art Unit: 2153

Title: Tiered Multi-Source Software Support Using Automated Diagnostic-Data Transfers

Mail Stop Amendment
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

This Information Disclosure Statement is submitted:

- ☒ under 37 CFR 1.97 (b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first action on the merits; whichever occurs last)
- ☐ under 37 CFR 1.97 (c), together with either a:
☐ Statement under 37 CFR 1.97 (e), or
☐ a \$180 fee under 37 CFR 1.17 (p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- ☐ under 37 CFR 1.97 (d), together with a:
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- ☐ A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO/SB/08B, as presently understood by the individual(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an english language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO/SB/08B and is enclosed.

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Respectfully submitted,

Philip A. Flocken

By A. W. Winfield

Augustus W. Winfield

Attorney/Agent for Applicant(s)

Reg No.: 34046

Date: December 6, 2006

Telephone: 970 898 3142

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(Use as many sheets as necessary)

Sheet 1

of 1

Complete if Known

Application Number	10/722337
Filing Date	November 26, 2003
First Named Inventor	Phillip A. Flocken
Art Unit	2153
Examiner Name	Burgess, Glenton B.
Attorney Docket Number	200314584-1

U. S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS						
Examiner Initials ¹	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	1 ^d
		Country Code ² -Number ³ -Kind Code ⁴ (if known)	MM-DD-YYYY			
		WO 03/019377	03-06-2003	Idtecl		
		EP 1109101	06-20-2001	Xerox Corp		
		WO 97/15009	04-24-1997	Systemsoft		

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